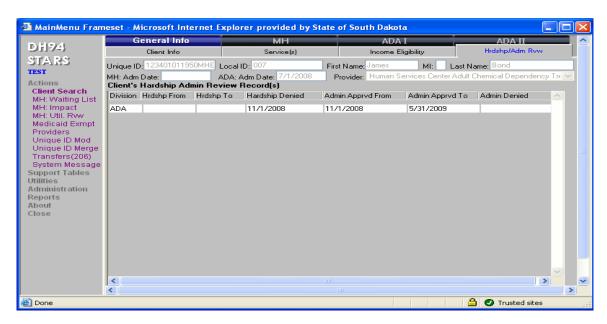
## Hardship/Admin Review Screen



## The above screen is "View Only" for Providers.

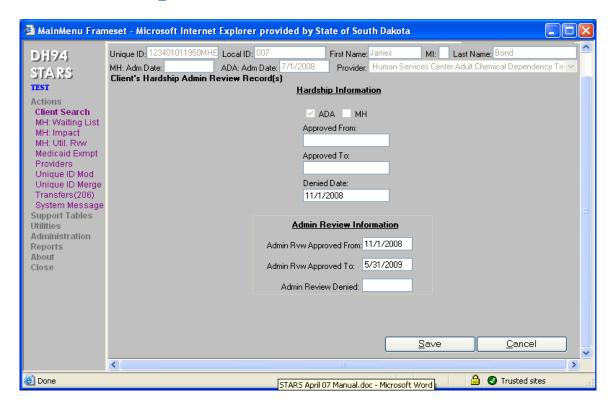
Information on the "Hardship/Admin Review Screen" pertains to a client in which an application for Hardship consideration was submitted to the Department of Human Services. Hardship information regarding when appropriate to apply can be found in the Income Eligibility documentation provided by the Department.

The above screen identifies what Division the hardship is being applied with and also length of approval. However, if denied, this will be noted on the screen. If after this denial the client/family is still not satisfied and goes through an appeal process with the Department, the outcome will also be listed on the screen. The information will either include an approval with length listed for the hardship funding or the date the Department also denied funding.

## To access the "Hardship/Admin Review Screen" the following steps are required:

- 1. Locate the client from the "Client Search Screen" and single click on the client record.
- 2. Then click on the "Most Recent" tab located on the bottom menu of the "Client Search Screen" which opens the "Client Information Screen."
- 3. Provided the client had an income record completed, the" Hardship/Adm Review" tab. above located on the top menu bar will be enabled. By clicking on this tab the "Hardship/Admin Review Screen" will open up for viewing.
- 4. The "Cancel" tab will return to the "Client Search Screen".

## Hardship/Admin Review Detail Screen



This screen is for State Administration staff, therefore the following instructions do not pertain to the provider.

- 1. Access the screen by clicking "Hardship/Admin Review" tab
- 2. By clicking on the "Add" tab located on the bottom of the "Hardship/Admin Review Screen", the above screen will open up to Add a Client's Hardship/Admin Review.
- 3. By clicking on the "Edit" tab located on the bottom of the "Hardship/Admin Review Screen", the above screen will open up to edit a Client's Hardship/Admin Review.
- 4. To Delete a record, single click on the record on the "Hardship/Admin Review Screen" and then the "Delete" tab. A prompt will ask if the record is to be deleted and click on "Yes" to delete.
- 5. "Cancel" will take return to the "Hardship/Admin Review Screen".